UnitedHealthcare Global ID Card

Support provided worldwide 24-hours a day.

When traveling, you can now feel confident that you are in safe hands if an emergency arises. As part of your SafeTrip travel protection plan, UnitedHealthcare Global provides you with medical and travel-related assistance services. Listed on your ID card are the telephone numbers for the worldwide UnitedHealthcare Global Emergency Response Center. When you call, we will ask for your name, your organization’s name, the UnitedHealthcare Global ID number shown on your card, and a description of your situation. You should carry your UnitedHealthcare Global SafeTrip ID card with you at all times.

Assistance & Insurance Services (including but not limited to)

<table>
<thead>
<tr>
<th>Medical Assistance Services</th>
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<tbody>
<tr>
<td>o Worldwide medical and dental referrals</td>
<td>o Medication and vaccine transfers</td>
</tr>
<tr>
<td>o Monitoring of treatment</td>
<td>o Updates to family, Sponsoring Organization &amp; home physician</td>
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<tr>
<td>o Facilitation of hospital payments</td>
<td>o Hotel arrangements</td>
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<tr>
<td>o Relay of insurance and medical information</td>
<td>o Replacement corrective lenses &amp; medical devices</td>
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<tr>
<th>Travel Assistance Services</th>
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<tr>
<td>o Language services</td>
<td>o Replacement of lost or stolen travel documents</td>
</tr>
<tr>
<td>o Emergency travel arrangements</td>
<td>o Legal referrals</td>
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<tr>
<td>o Transfer of funds</td>
<td>o Message transmittals</td>
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Worldwide Destination Intelligence

| o Destination Profiles | The Destination Profiles are available by calling the UnitedHealthcare Global Emergency Response Center at 1.800.527.0218. |

Travel Medical Insurance Benefits

| o Medical and accident coverage up to maximum amount selected at purchase | o Updates to family, Sponsoring Organization & home physician |
| o Emergency medical evacuation and return to home country | o Hotel arrangements |
| o Emergency medical reunion transportation to join a hospitalized member | o Message transmittals |
| o Return of minor children | o Hospital Guarantee of Payment |
| o Return of mortal remains | |

How to use UnitedHealthcare Global’s services

24 hours a day, 7 days a week, 365 days a year

If you have a medical or travel issue, contact us for assistance. Simply call our toll-free or collect-call telephone numbers printed on your ID card, or email us or email at: assistance@uhcglobal.com

If the condition is an emergency, you should go immediately to the nearest physician or hospital without delay and then contact UnitedHealthcare Global’s 24-hour Emergency Response Center. We’ll then take the appropriate action to assist you and monitor your care until the situation is resolved.

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UnitedHealthcare Global Emergency Response Center

United States +1-410-453-6330 (Reverse charges accepted)

TOLL FREE ACCESS - The numbers below must be dialed from within the country

If your location is not listed or the call will not go through, call the 24-hour Emergency Response Center collect (reverse charges accepted)

Australia 1.800.127.907
Brazil 0800.891.2734
China (northern) 108888*1800.527.0218
China (southern) 108889*1800.527.0218
Dominican Republic 1.888.367.0277
France 0800.90.8505
Germany 0605.1.811.431
Hong Kong 800.96.4421
Israel 1.800.41.0172
Italy 800.977.204

Japan 00531.11.4065
Mexico 011.800.101.0061
Philippines 1.800.1.111.0503
Singapore 800.110.0452
South Africa 0800.9.35379
Spain 900.98.4467
Switzerland 0800.55.6029
Thailand 001.800.11.471.0661
U.K. 0800.252.074
U.S. & Canada 1.800.527.0218

*Dial the first portion of phone number, wait for tone, and then dial remaining numbers.

For a complete list, visit ucsafetrip.com/phonenumbers
How to:
Create a Global Intelligence Center Account

Log on to the United-Healthcare Global Intelligence Center to access medical, security and/or travel tools providing information on your country of destination. Depending on your program, you may have access to Medical Intelligence Reports, WorldWatch, Travel Security Manager, Airline Risk Ratings, Daily Security Alerts, or Pre-Travel Planning.* Create a user account to get started.

1. **Navigate to [www.members.uhcglobal.com](http://www.members.uhcglobal.com)**

2. **Click “Create User.”**

3. **Enter your UHC Global ID Number, click “Next.”**
   ID number is located on the front of your UnitedHealthcare Global Member ID Card.

4. **Read and agree to the terms of use, click “Next.”**

5. **Enter your account information, click “Next.”**
   Username, Password, Email, Security Question and Answer.

6. **Complete your user information, click “Finish.”**
   Enter your first name, last name, gender and primary phone number.

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**UnitedHealthcare Global formerly known as FrontierMEDEX®**

For over 30 years UnitedHealthcare Global, formerly FrontierMEDEX, brings together health care professionals, medical assistance, local knowledge and a global footprint to provide international-standard medical care all over the world, offshore or on land.

*Some customers of UnitedHealthcare Global have combinations of these tools included in their program, but not all do. Please check your program or call your administrator to determine if you are eligible for access.

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